DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT
A Quality Management Department
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April 20, 2000

Dear CSD Service Provider:

Enclosed is the 4th Edition of the "Issues and Solutions Guide." We appreciate the feedback and recommendations that were received regarding the previous editions of the "Issues and Solutions Guide." Please continue to share this guide with staff members who are responsible for administering CSD Programs and remember it is available on our web site at http://www.csd.ca.gov

If you have issues you would like addressed in future publications, please contact your Field Representative, or a Program Services and Support Unit Program Analyst.
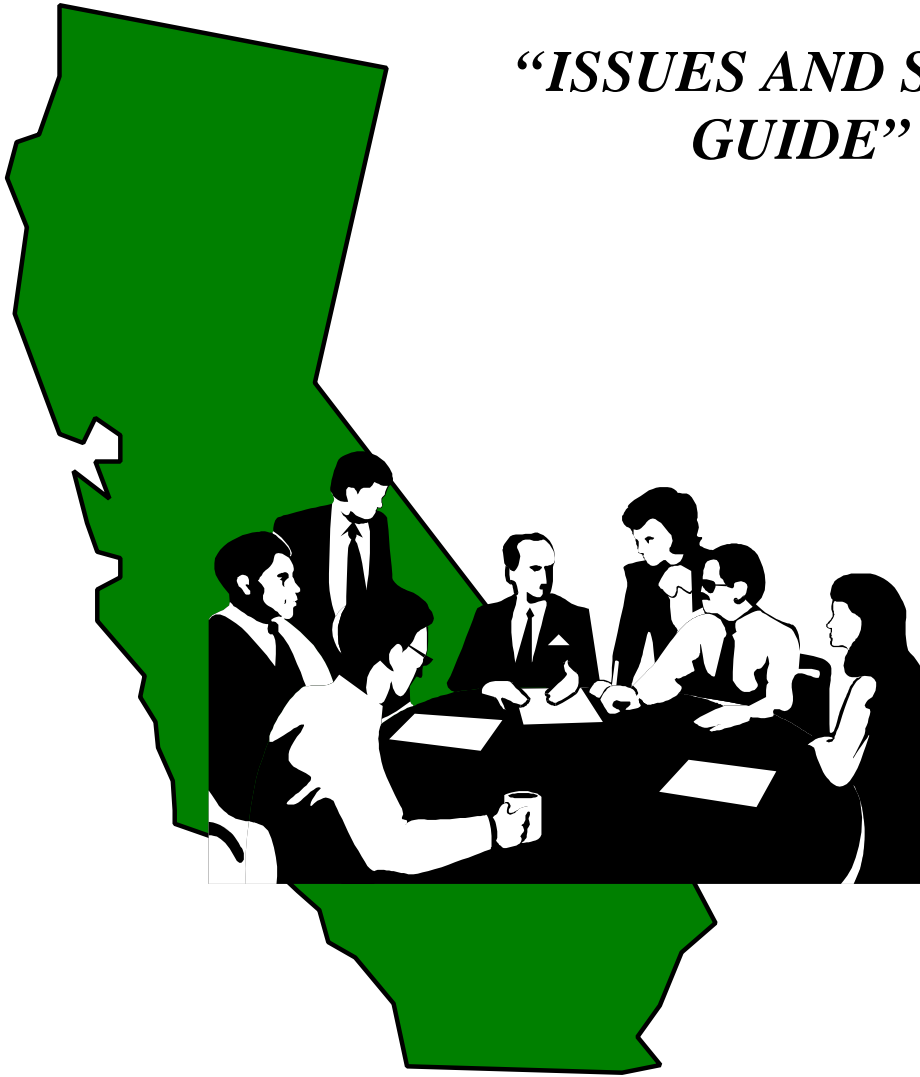
Sincerely,

SANDRA VINSON
Deputy Director of Programs

Attachment

"ISSUES AND SOLUTIONS GUIDE"

4th Edition
February through March 2000

Issued: April 2000

STATE OF CALIFORNIA
DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT
PROGRAMS DIVISION
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ISSUES AND SOLUTIONS GUIDE

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Community Services Block Grant (CSBG)

Issue	*Solution*
Will revisions and/or updates to the 2001 Community Action Agency (CAP) be permitted?	Revisions and/or updates to the 2001 CAP will be permitted through June 30, 2000.

Issue	*Solution*
Will revisions require approval from the agency's Board of Directors?	Minor revisions to the CAP do not require approval from the Board of Directors. However, major revisions do require board approval.

Issue	*Solution*
Is a new public hearing required for Revisions to the 2001 CAP?	Only major revisions requiring approval from the Board of Directors require a public hearing.

Issue	*Solution*
Please give us more information regarding the upcoming regional workshops. Will these workshops replace the CSBG annual training?	This will be CSD's first attempt at providing regional workshops; therefore, it is too early to determine whether the regional workshops will replace the annual CSBG training. It will depend largely on the feedback that CSD receives after the regional workshops are completed.

Issue	*Solution*
When can we expect the Field Representatives to begin their on-site monitoring visits to our agencies?	The on-site monitoring visits are anticipated to begin in May, 2000 and be completed by September 30, 2000. Any agency needing a later date, should contact their Field Representative.

Department of Energy (DOE)	
Issue	*Solution*
When can we expect the 1999 DOE Close-out Package?	**The 1999 DOE Close-out Package will be mailed to the agencies approximately May 1. The 1999 DOE Close-out Package is due back to CSD on or before June 30, 2000.**

Weatherization and Energy Efficient Rehabilitation (WEER)

Issue	Solution
Please explain the primary goal or intent of the WEER contract.	**The primary goal of the WEER contract is to provide California Conservation Corp (CCC) and Local Corps members an opportunity to obtain hands-on experience and employment skills while they assist low-income families and individuals with dwelling rehabilitation services, minor home repair, and energy conservation measures. By combining funds with other energy contracts (DOE, LIHEAP), it enables agencies to weatherize a home that previously might have been considered a "walk away" due to the need for more extensive rehabilitation.**
Issue	*Solution*
With the increase in my current WEER allocation, how can my agency improve rehabilitation services?	**Agencies that received an increase can improve and/or expand rehabilitation services by installing additional measure per dwelling and/or during "rehabilitation type" work. You can also combine WEER funds with other contract funds as indicated above.**
Issue	*Solution*
As a new WEER contractor, our first rehabilitation job produced a significant amount of trash. How do we charge the cost of disposal on the CSD reporting form?	**The cost of disposal for extensive repairs, including toxic materials, and transportation fees are considered a cost of doing business and should be charged under the appropriate line item (i.e. rehabilitation, minor home repair).**

Low-Income Home Energy Assistance Program (LIHEAP)	
Issue	*Solution*
No issues to report at this time.	

Energy Crisis Intervention Program(ECIP)/Fast Track (FT)	
Issue	*Solution*
No issues to report at this time.	

Payment Resolution Unit (PRU)	
Issue	*Solution*
No issues to report at this time.	

CLASS Help Desk

Issue	*Solution*
ON-LINE ENTRY **When a search produces a database match, how do I know whether to select "New Customer"or "New Application"?**	<u>**New Customer**</u> **If a customer's name and social security number are not in the database and is not displayed in the Matches Table, select "New Customer" to continue processing.** <u>**New Application**</u> **If a customer's name and social security number is in the database and is displayed in the Matches Table, choose the appropriate line by using the "Select" button, then click on the "New Application" button to continue processing.** **Note: When the "New Application" button is selected, it is important to verify and update the customer's mailing address and telephone number. Since the customer is already in the system, these fields will be populated with information previously entered in the database, which could be inaccurate or outdated.**
What account number do I enter if the customer has a submetered account or if their energy cost is included in the rent?	**In both instances, there is no account number to enter. When this field is left blank and the customer data page is saved, the system will automatically populate "No Account Number" in the account number field.**
Why did I receive the following message while saving the Energy page: "Cannot edit another agency's application?"	**This message appears when the user has left the Customer Data page without saving the data.**

CLASS Help Desk

Issue	*Solution*
ON-LINE ENTRY (continued) **How do I change the program type of an application record (HEAP/Fast Track) in CLASS before a payment is made?**	**Prior to an applicant record being selected for payment, agencies have the ability and permission to perform updates to all client data fields within CLASS. However, in order to update (change) the program type of a record, prior to being selected for payment, the record must be deleted from the system and re-entered with the correct program type.** **Once the payment cycle has been initiated, and an applicant record has been selected for payment, agencies are denied permissions (access) to perform any updates to client information, including the deletion of a record. If a user attempts to perform an update to a record which is in a "paid status", the system will display an error message.** **In order to correct the program type of a paid record, your agency must contact the Payment Resolution Unit (PRU). Only the PRU can research and make adjustments to a record in "paid status".**

CLASS Help Desk	
Issue	*Solution*
Post Quality Assurance Process (PQAP)	**Congratulations to the following agencies for successfully completing the PQAP since the 3rd Edition of the "Issue and Solutions Guide":** • **Amador/Tuolumne** • **Butte County** • **California Human Development Corp.** • **Colusa-Glenn-Trinity** • **Contra Costa** • **Campesinos Unidos, Inc.** • **Central Valley Opportunity Center** • **Economic Opportunity Council of San Francisco** • **Inyo Mono Advocates for Community Action** • **Kern County Economic Opportunity Corp.** • **Maravilla Foundation** • **Pacific Asian Consortium in Employment** • **Self-Help Home Improvement Project**

CLASS Help Desk	
Issue	*Solution*
Is the data reflected on the Agency Allocation Screen within System Maintenance accurate?	**The Agency Allocation Screen within System Maintenance was recently modified and enhanced, and reflects accurate information. As a result of these enhancements, the Agency Allocation page now provides an improved summarization of HEAP and Fast Track program expenditures, by categorizing and displaying expended dollars throughout the various stages of the application cycle. We strongly encourage agencies to utilize this page to account for expenditures and returned payments.**